

# Boston Health Care for the Homeless Program

---

729 Massachusetts Avenue

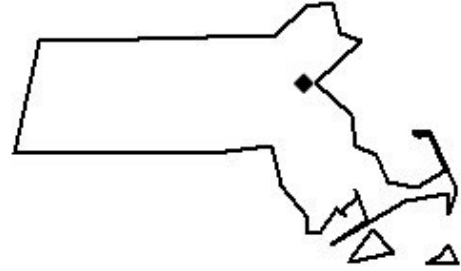
Boston, MA 02118

**Phone:** (617) 414-7779

**Fax:** (617) 414-7776

**Email:** bblock@bhchp.org

**Web:** www.bhchp.org



Massachusetts

**Director:** Robert Taube, PhD

**HCH Coordinator:** Barry Bock, RN

**Medical Director:** Greg Wagoner, MD

**UDS Number:** 011210

## Project Description

---

The Boston Health Care for the Homeless Program (BHCHP) provides health care and psychosocial services at 83 sites, including shelters, motels, soup kitchens, day centers, street outreach, detoxification units, transitional programs, and clinics of four major teaching hospitals.

### Services

BHCHP provides comprehensive health and dental care, social services with access to entitlements, substance abuse counseling/referral, health education, food pantry, mental health counseling/referral, access to specialties, transportation, prescription services, a 90-bed medical respite unit, and treatment of ophthalmologic, podiatric, and dermatologic problems.

### Linkages

Linkages include Boston Public Health Commission, TB Outreach and Control, BMC Child Witness to Violence Program, Boston Healthy Start Initiative, Suffolk County House of Corrections, Homes for Families, MA Shelter Providers Association, MA Coalition for the Homeless; Boston Healthnet (collaboration of community health centers), MA League of Community Health Centers, and MA Departments of Transitional Assistance, Social Services, Medical Assistance, Mental Health and Public Health.

### Statistics

Estimated homeless population: 10,836 Project users: 10,600

## Subcontractor(s):

### *Cambridge Hospital, City of Cambridge*

#### **HCH Program**

1493 Cambridge Street

Cambridge, MA 02139

Contact: Mark McGovern

Phone: (617) 498-1000

Fax: (617) 498-1682

Email: MMcGovern@CHAlliance.org

### *Mass General Hospital*

Wang 108, Medical Walk In Unit

Boston, MA

Contact: Laura Kehoe

Phone: (617) 726-2707

Fax: (617) 724-0189

Email: lkehoe@bhchp.org

### *South End Community Health Center*

1601 Washington Street

Boston, MA 02118

Contact: Tristram Blake

Phone: (617) 424-8724

Fax: (617) 425-2043

## Florence and Mary E. Duffy Health Center

---

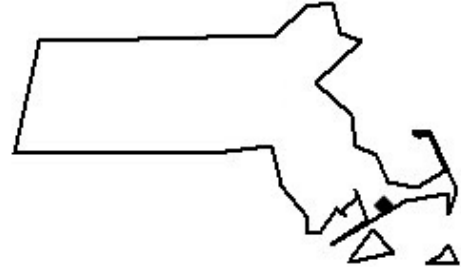
105 Park Street

Hyannis, MA 02601

**Phone:** (508) 771-9599

**Fax:** (508) 771-1986

**Email:** cgoyer@duffycenter.cc



**HCH Coordinator:** Claire F. Goyer

**Medical Director:** Lisa Lisa Zandanella, MD

**UDS Number:** 011720

### Project Description

---

The O'Neill Health Center, d/b/a the Florence and Mary E. Duffy Health Center, operates two clinics for adults who are homeless and provides clinical management for a group of hard-to-reach, chronically homeless adults at a therapeutic overnight shelter. The Duffy Health Center provides primary and episodic health care, behavioral health, and outreach, using a multidisciplinary team approach with nurse practitioners, physicians, social workers, substance abuse counselors, and outreach workers.

#### Services

The Duffy Health Center delivers comprehensive health services and case management onsite at two clinics and through a demonstration project. The Winter Street site adjoins the sole emergency shelter for adults in Barnstable County, many of whose residents require onsite integrated mental health and substance abuse treatment and counseling in addition to primary care services and intensive case management. Clients at the Park Street site are individuals who are homeless and transitioning to stability and re-integration into the wider community, as a result of Duffy's intensive case management and care. In addition to outreach to homeless camps, Duffy provides clinical management at a community based, collaborative demonstration project, "Pilot House," a nightly shelter program for chronically homeless adults who have been turned away from other shelters due to behavioral issues. These adults receive health assessment services and intensive follow up care by Duffy providers and come together as a community working on substance abuse and mental health issues. In addition to outreach services, primary care, dental health, and integrated behavioral health services, respite care, nutrition counseling, and chiropractic services are available to all adults, with referral services for children. Culturally competent care is provided to immigrant clients by a trilingual nurse practitioner and bicultural, bilingual case managers.

#### Linkages

The Duffy Health Center has a close partnership with the local Housing Assistance Corporation which manages the adult homeless shelter and offers other housing and case management services. Duffy also works closely with the local hospital system, specialty providers, human service agencies, and the criminal justice system to ensure continuity of care and wraparound services for clients. It is part of a collaborative, informal network of community health centers and other human service and advocacy agencies on Cape Cod dedicated to improving the regional health system to ensure a seamless continuum of care for all disadvantaged and underserved residents of Barnstable County.

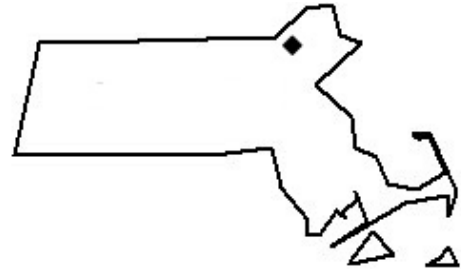
#### Statistics

Estimated homeless population: 4,000 Project users: 1,666

## Greater Lawrence Family Health Center, Inc.

---

34 Haverhill Street  
Lawrence, MA 01841-2884  
**Phone:** (978) 725-7400  
**Fax:** (978) 687-3726  
**Email:** lpatton@glfhc.org  
**Web:** www.glfhc.org



**Director:** Robert J. Ingala  
**HCH Coordinator:** Ann Marie Isaac-Tsewole  
**Medical Director:** Glennon O'Grady, MD  
**UDS Number:** 012160

### Project Description

---

The Greater Lawrence Family Health Center (GLFHC), provides medical care at 13 sites in Lawrence, Haverhill, and Tewksbury to individuals and families who are homeless. A primary objective of GLFHC is to ease the transition into an already existing health care system which includes outreach, health education, and case management.

#### Services

GLFHC's Health Care for the Homeless model is a comprehensive care model which includes primary care assessment and treatment, referral, disease prevention and health education, client-centered case management, substance abuse counseling, outreach assistance, and transportation for clients needing referral to/linkage with other support services. Mental health counseling is provided through a network of local programs, including CAB Health and Recovery Services. Those clients needing extensive assistance with substance abuse are linked to prevention, education, and counseling services offered locally. A small network of specialty care providers--podiatrists, dermatologists, ophthalmologists, dentists--see homeless clients on a pro bono basis. Access to emergency room and inpatient care is available through offsite resources.

#### Linkages

GLFHC's HCH program networks with local and state agencies that provide services for individuals who are homeless living in the Merrimack Valley. State agencies include the Departments of Mental Health, Public Health, Social Security, and Transitional Assistance. Local agencies include shelters, drop-in centers, soup kitchens, detoxification sites, AIDS coalitions, community action councils, family social service agencies, mental health providers, boards of health, violence prevention programs, and community hospitals. Homeless services are also coordinated with GLFHC-sponsored programs, including Northeast Center for Healthy Communities, which provides consultation on health needs and interventions in 53 communities north of Boston. Expansion of GLFHC's services has led to a collaborative initiative with CAB Health and Recovery Services, which provides a continuum of substance abuse prevention and treatment services outside the traditional health care system.

#### Statistics

Estimated homeless population: 4,500 Project users: 615

## Homeless Outreach and Advocacy Project

---

72 Jaques Avenue

Worcester, MA 01610-2480

**Phone:** (508) 860-1057

**Fax:** (508) 860-1046

**Email:** lgottlieb@communityhealthlink.org

**Web:** www.communityhealthlink.org



**Director:** Deborah Ekstrom

**HCH Coordinator:** Larry Gottlieb, MSW, MPA

**Medical Director:** Erik Garcia, MD

**UDS Number:** 010180

### Project Description

---

The Homeless Outreach and Advocacy Project (HOAP) is a comprehensive community based program that provides an array of primary care, mental health, and support services to people who are homeless in Worcester.

#### Services

HOAP's services include primary medical care, psychiatric and mental health services, case management, substance abuse, supportive housing, transitional housing services for single adult men and women, homeless intervention services, and emergency assessment and response to homeless crisis.

#### Linkages

HOAP has linkages with Salvation Army, Abby's House (shelter), Mustard Seed (soup kitchen), Youville Shelter, and Daybreak Shelter for Women (domestic violence).

#### Statistics

Estimated homeless population: 2,500 Project users: 2,482

### Subcontractor(s):

#### *Family Health Center of Worcester*

26 Queen Street

Worcester, MA 01610

Contact: Frances Anthes

Phone: (508) 860-7700

Fax: (508) 860-7990

#### *Great Brook Valley Health Center*

19 Tacoma Street

Worcester, MA 01605

Contact: Zoila Torres Feldman

Phone: (508) 852-1805

Fax: (508) 853-8593

#### *Worcester Public Inebriate Program*

PO Box 17078, Main Street Station

Worcester, MA 01601

Contact: Ed McCann

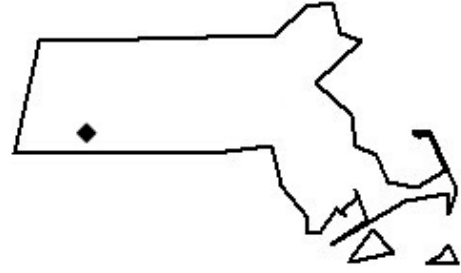
Phone: (508) 757-0103

Fax: (508) 753-2271

# Springfield Health and Human Services Department

---

95 State Street, Suite 201  
Springfield, MA 01103  
**Phone:** (413) 787-6740  
**Fax:** (412) 787-6458  
**Email:** bstanley@springfieldcityhall.com  
**Web:** www.cityofspringfieldmass.com/healthservices



**Director:** Helen R. Caulton-Harris

**UDS Number:** 010120

## Project Description

---

The Springfield Health and Human Services Department participates in an interagency program to deliver health care and social services in settings covering more than 1,800 miles. The main agencies are Springfield Health and Human Services Department, Mercy Medical Center/HCH, and Open Pantry Community Services.

### Services

Health Services for the Homeless provides health care, social services, and advocacy at 46 sites. An extensive referral network augments these services. Services are provided at soup kitchens, shelters, recovery programs, an education and job training program, and through street outreach. HCH/Mercy Medical Center uses a nursing model to provide primary care, substance abuse/mental health assessment, and referral. Assistance with medication, developmental screening, immunizations, health education, and health-related support to shelter staff is also provided. Health care services are provided by the City of Springfield, Health and Human Services Department staff, and Mercy Medical Center HCH through a medical director, four nurse practitioners, seven RN's, and 4.5 case managers. Additional services are provided by Open Pantry Community Services/Open Door program staff.

### Linkages

Mercy Medical Center provides emergency, lab, x-ray, and inpatient medical/surgical services. Extensive social services are available through service providers in the community who provide advocacy/outreach for entitlement benefits, housing placement, case management, bilingual services, mental health/substance abuse assessment and referral, and counseling.

### Statistics

Estimated homeless population: 6,500 Project users: 3,600

## Subcontractor(s):

### *City of Springfield, Worthington House, Dental Clinic*

769 Worthington Street  
Springfield, MA 01103  
Contact: Barbara Stanley  
Phone: (413) 787-6737  
Fax: (413) 787-6458  
Email: bstanley@springfieldcityhall.com

### *Health Care for the Homeless / Mercy Medical Center*

271 Carew Street  
Springfield, MA 01102  
Contact: Doreen Fadus  
Phone: (413) 748-9064  
Fax: (413) 748-9049  
Email: doreen.fadus@sphs.com

### *Open Pantry Community Services, Inc.*

287 State Street, PO Box 5127  
Springfield, MA 01101  
Contact: Theresa O'Connor  
Phone: (413) 737-4167  
Fax: (413) 737-6811  
Email: toconnor@openpantry.org